

"REPLACEMENT SHEET"

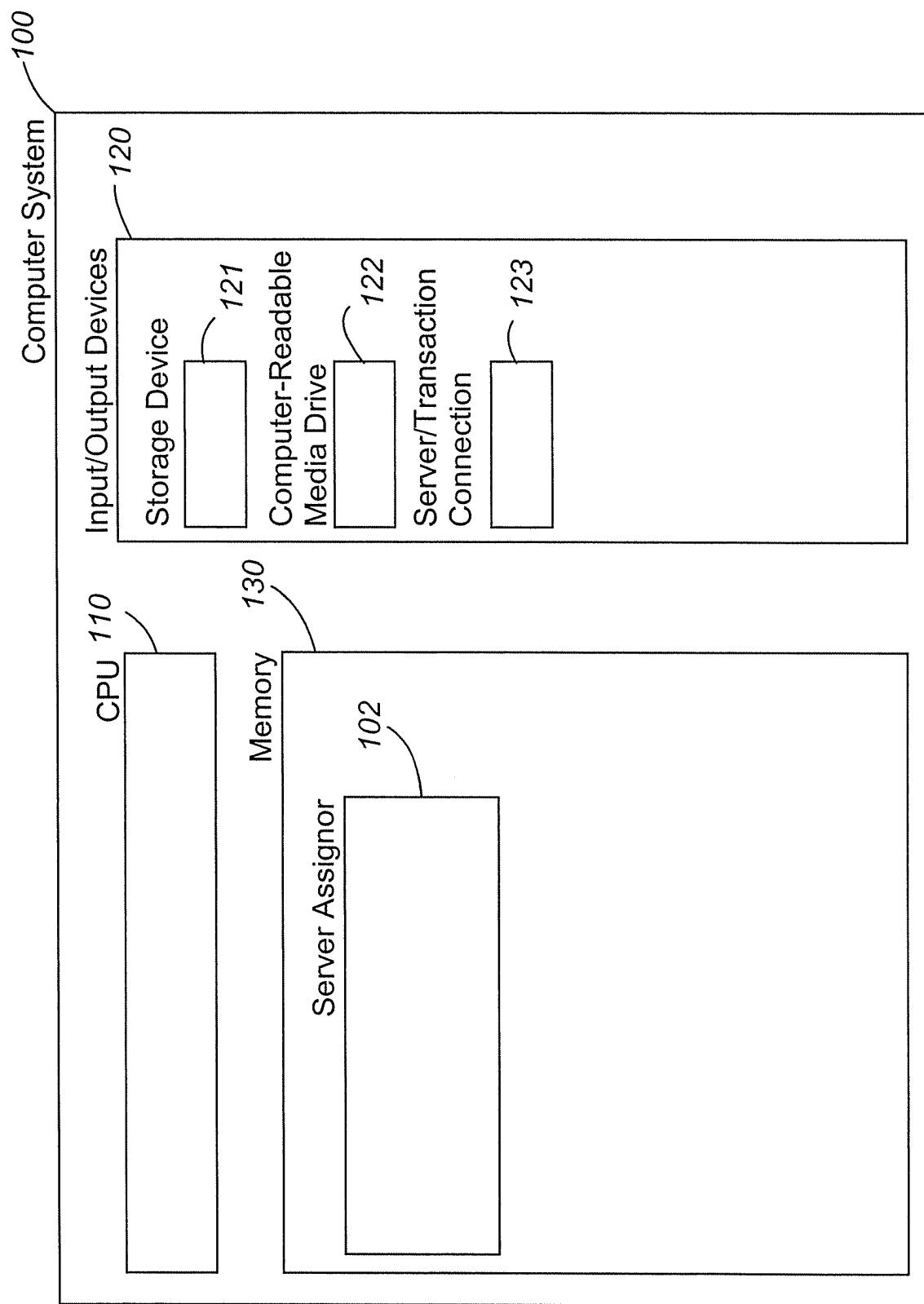
Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of Work Based Upon Achievement of Service Goals"

Inventor's Name: EDWARDS et al.

Serial No. 09/247,893 Docket No. 4366-33

Attorney: Douglas W. Swartz Telephone: 303/863-9700

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*Fig. 1*

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Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type
100	Calls From Prospects	8	9
100	Claims Calls	4	3
101	Calls From Prospects	5	9
101	Claims Calls	6	7
101	Calls From Preferred Customers	0	0

*Fig. 2*

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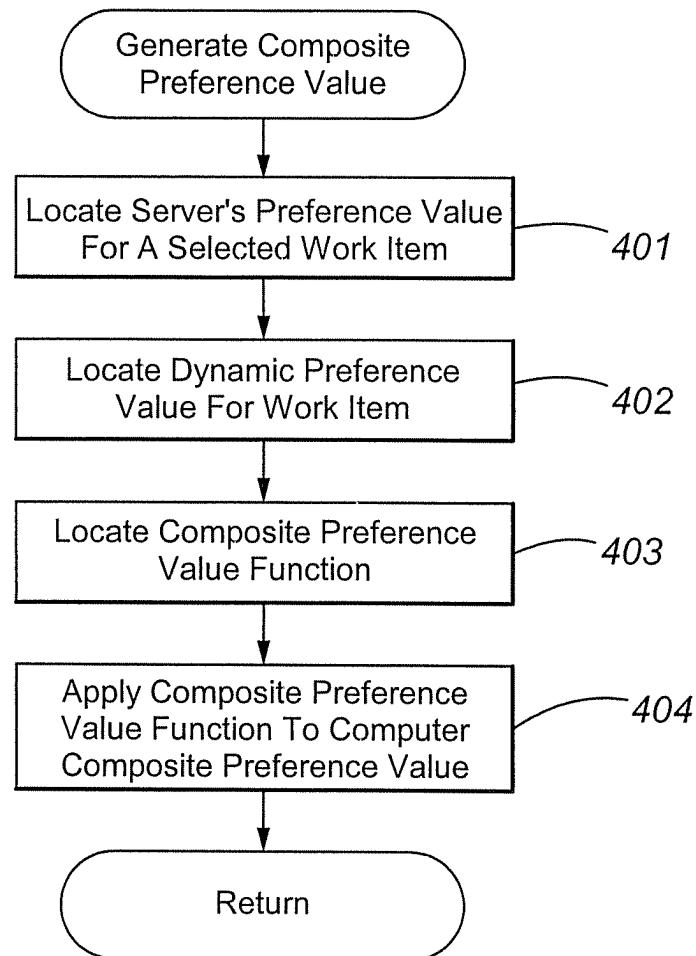
Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects	8	9	10
100	Claims Calls	4	3	8
101	Calls From Prospects	5	9	7
101	Claims Calls	6	7	10
101	Calls From Preferred Customers	0	0	0

**Fig. 3**

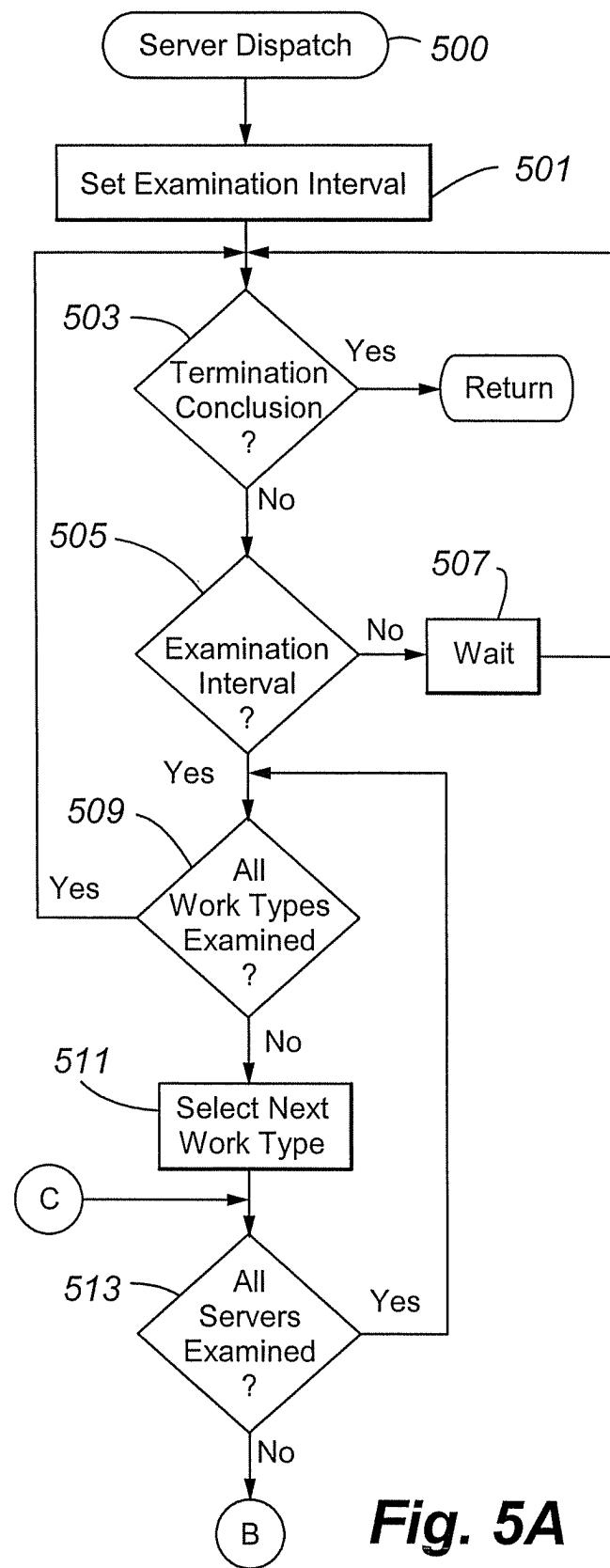
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***Fig. 4***



**Fig. 5A**

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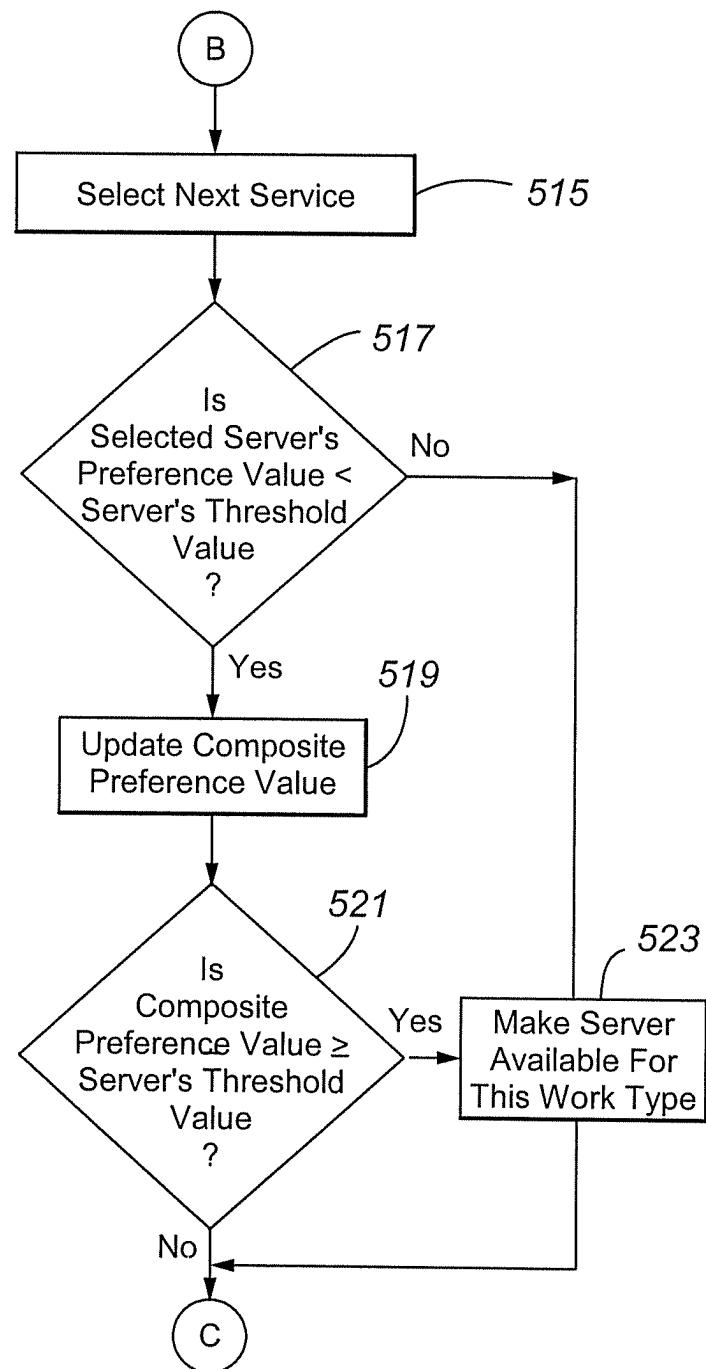
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**Fig. 5P**

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The diagram illustrates two tables, Fig. 6A and Fig. 6B, showing the distribution of work types and the number of available servers for each category. The tables are enclosed in boxes labeled 601 and 602, which are further grouped by a bracket labeled 603. The tables are also connected by a bracket labeled 604 at the top and 605 at the bottom.

**Fig. 6A:**

Work Type	Available Servers
Calls From Prospects	42
Claims Calls	30
Calls From Preferred Customers	15

**Fig. 6B:**

Work Type	Available Servers
Calls From Prospects	48
Claims Calls	24
Calls From Preferred Customers	15

**Fig. 6A**

**Fig. 6B**

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Work Type	Available Servers
Calls From Prospects	53
Claims Calls	24
Calls From Preferred Customers	10

*Fig. 6C*

Work Type	Available Servers
Calls From Prospects	50
Claims Calls	26
Calls From Preferred Customers	11

*Fig. 6D*

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Server ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Dynamic Preference Value for Work Type	Preference Value	Composite Preference Value
100	Call From Prospects	8	9	2	10	706
100	Claims Calls	4	3	4	8	707
101	Calls From Prospects	5	9	2	7	708
101	Claims Calls	6	7	4	10	709
101	Calls From Preferred Customers	0	0	0	0	710

**Fig. 7**

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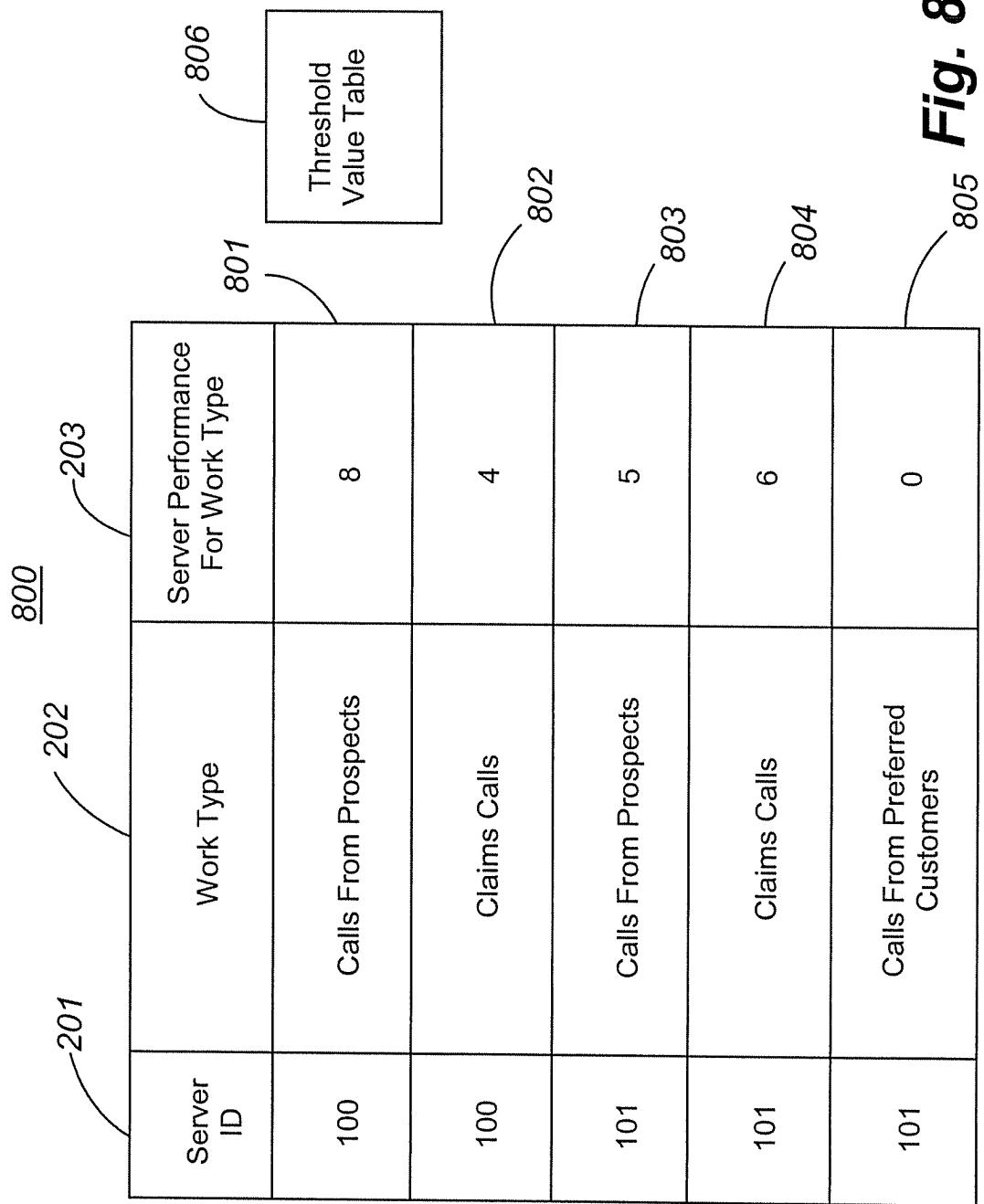
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**Fig. 8**

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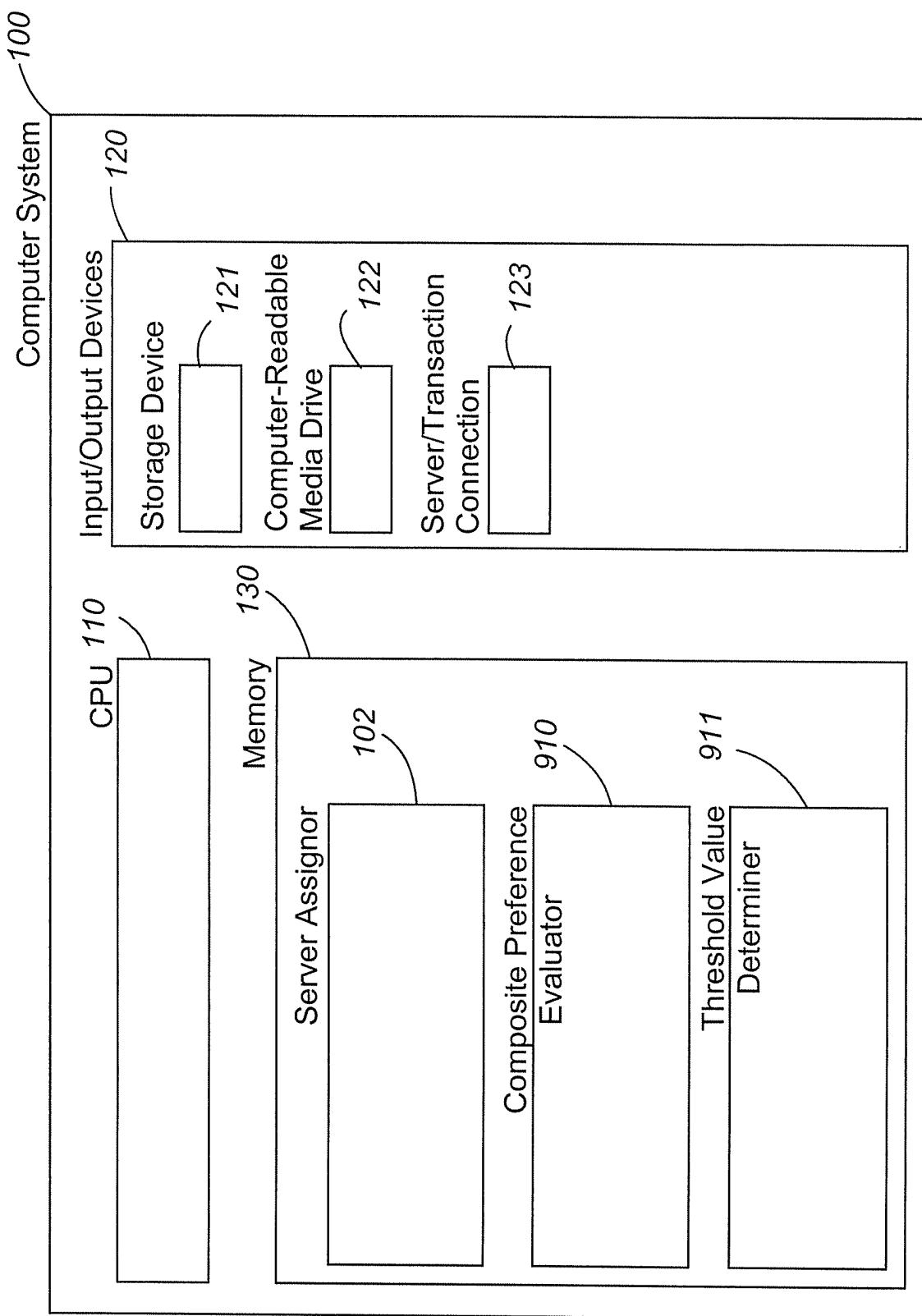
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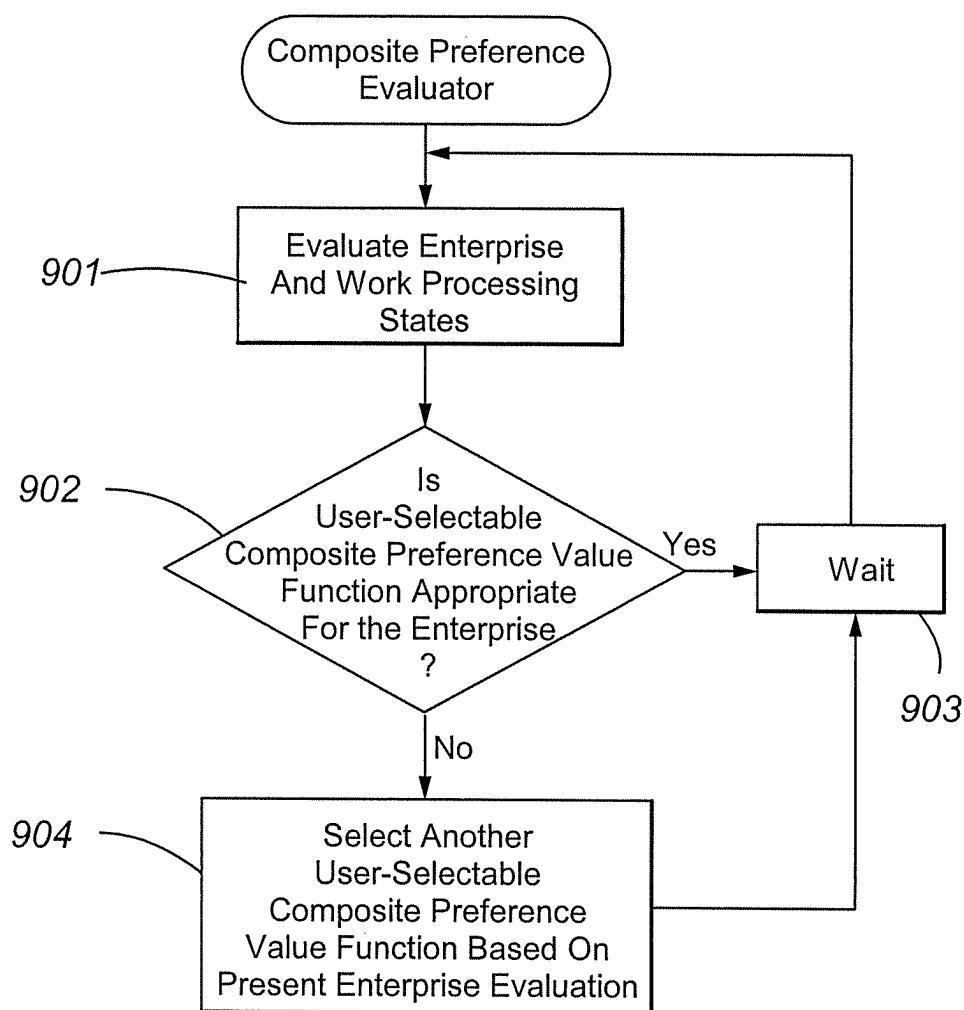
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*Fig. 9A*



**Fig. 9B**

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Agent ID	Work Type	Server Preference For Work Type	Server Threshold For Work Type	Composite Preference For Work Type
100	Calls From Prospects In Western Region	8	9	10
100	Claims Calls From Western Region	4	3	8
100	Calls From Prospects In Central Region	5	9	7
100	Claims Calls From Central Region	6	7	10
100	Public Utility Mandated Calls	8	9	20

Fig. 10

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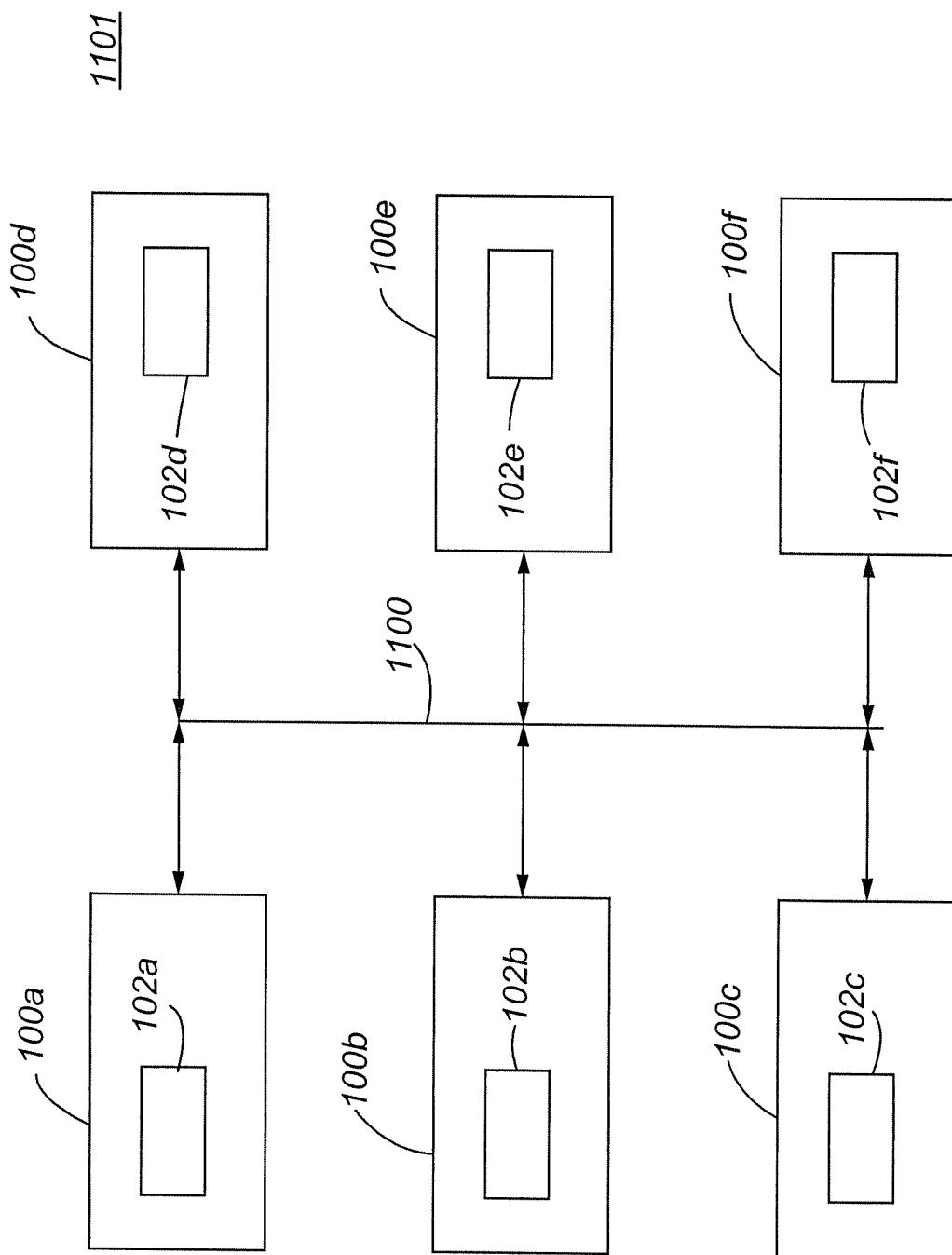
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*Fig. 11*